

Expert Consultant Services

Get What You Need!

Pre-Qualified Bidders' List
2000/2003



Department of Personnel Administration
Training and Continuous Improvement Division
Office of Statewide and Continuous Improvement
(916) 445-5121 FAX (916) 322-4755





The Department of Personnel Administration supports Departments seeking to implement high performance philosophies and processes in their organizations.

The Training and Continuous Improvement Division, Office of Statewide Continuous Improvement (OSCI) provides consulting and training referrals, seminars, assistance with customer service implementation and facilitation.

This booklet provides information on obtaining consultants that can provide these training, facilitation and speaking services. In addition, this booklet offers suggestions on how you can determine if a consultant is needed, and if so, how to choose the consultant that best meets your needs.

I sincerely hope you will find the information in this booklet and the services provided by OSCI helpful in your pursuit of Continuous Improvement.

DIANE JUST, Chief
Training and Continuous Improvement Division
Department of Personnel Administration

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How To Contact the Office of Statewide Continuous Improvement

Telephone:

(916) 445-5121

FAX (916) 322-4755

Mailing Address:

1515 S Street, North Building, Suite 108
Sacramento, CA 95814

E-mail Address:

consultants@dpa.ca.gov

Website Address:

<http://www.dpa.ca.gov/tcid/osci/osci.shtm>

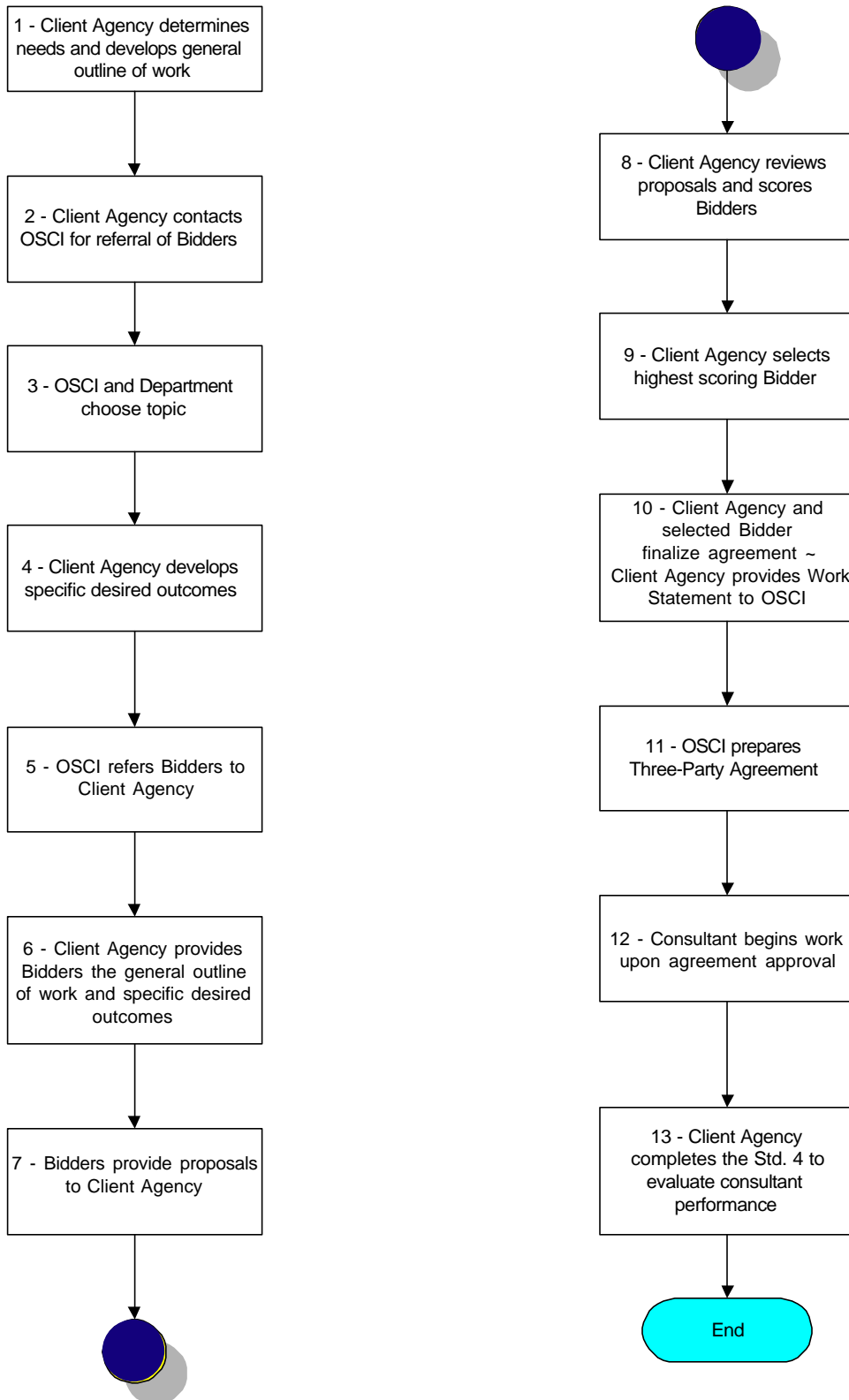
Interagency Mail Service (IMS) Code:

G-2



Quick Reference

Flowchart of the Typical Process for an Agency Using the Pre-Qualified Bidders' List



Quick Reference

Typical Process for an Agency Using the Pre-Qualified Bidders' List

1. Client Agency defines general outline of work including time frames and approximate project budget. - [see page 11](#)
2. Client Agency contacts OSCI to request referral of Bidders. - [see page 11](#)
3. OSCI and Client Agency determine applicable topic. - [see page 11](#)
4. Client Agency develops detailed desired outcomes needed. - [see page 12](#)
5. OSCI selects three Bidders based upon Client Agency criteria from the Pre-Qualified Bidders' List to refer to the Client Agency (additional Bidders will be referred if original referrals do not meet Client Agency needs). - [see page 12](#)
6. Client Agency shall provide the Bidders with a general outline of work along with the detailed desired outcomes. - [see page 12](#)
7. All Bidders will provide the Client Agency a proposal, including a description of project phases (specific work items/deliverables/outcomes), a progress schedule, and a cost breakdown. - [see page 14](#)
8. Client Agency reviews the Bidders' proposals; conducts interviews if needed; and scores Bidders on experience, education, cost (including small business preference), and Bidder's proposed approach to the scope of work. For each Bidder a score of 100 points is possible. A weight of no less than thirty percent must be given to the cost component. For example of how to score Bidders, see Rating Worksheet information on pages 15-17. - [see page 14](#)
9. Client Agency selects the Bidder with the highest score (Agency has the reserved right to reject all proposals). - [see page 18](#)
10. Client Agency and selected Bidder finalize the detailed work statement (See Work Statement Development Tool on page 19), including the description of project phases, the progress schedule, and the cost breakdown. The maximum hourly rate that the Contractor can charge to the Client Agency will be the RFQ hourly rate. During the referral and selection phase, the Contractor may elect to charge a lesser rate when submitting their project cost proposal to the Client Agency. The Bidder's project cost proposal may include travel and per diem expenses, materials and all other cost items (e.g. copying) for which the Bidder seeks payment or reimbursement. Client Agency provides Work Statement to OSCI. Client Agency provides Funding Strip and Signature Block Information to OSCI. - [see page 18](#)
11. OSCI prepares the Three-Party Agreement between OSCI, Client Agency, and selected Bidder, which includes the scope of work described in item 10 above. OSCI distributes contract copies. - [see page 18](#)
12. Following execution of the contract, and approval of the contract by the Department of General Services or DPA, as required, Bidder begins project for Client Agency. - [see page 18](#)
13. Client Agency evaluates Bidder's performance utilizing the Std. 4. - [see page 18](#)

Introduction

The Office of Statewide Continuous Improvement (OSCI) assists State Agencies in their efforts to develop a customer service centric government. One of the primary goals of OSCI is to maintain a pool of qualified consultants, trainers, facilitators, and speakers to provide services for State agencies. This pool not only saves individual departments time and money, it also results in less duplication of effort within the State.

The Pre-Qualified Bidders' List was originally established in 1994 through a Request for Qualifications (RFQ) process. That list expired and the second list was established in July 1997 after completing another RFQ bid process. OSCI has now established the third list that will be valid from July 1, 2000 through June 30, 2003.

Client Agencies pay an administrative service charge of 10% of the total contract amount to the OSCI. The 10% covers the direct and indirect costs of the OSCI RFQ process to provide a list of Quality consultants (e.g., RFQ generation, evaluation, award process, contract approval, marketing, consulting with departments, consultant relations, etc.) You do not have to do your own RFQ or RFP- Request for Proposal. In addition, the 10% covers the OSCI Central Services for all State Departments. Some of these services are:

- Coordinate Quality Network
- Coordinate Facilitators' Network
- Organize Customer Focused events, (e.g., Forums/Conferences/Seminars)
- Arrange Inter/Intra Governmental Support/Partnering
- Edit New Century Express Newsletter
- Consult on High Performance Implementation

The OSCI is funded solely through this administrative service charge.

Purpose of the Pre-Qualified Bidders' List

The purpose of this Pre-Qualified Bidders' List of experts is to provides services of consultants/trainers/facilitators/speakers to government agencies on these nine topics:

Customer Service	Facilitators	Leadership
Malcolm Baldrige	Process Improvement	Quality Planning
Speaker	Team Building	Team Work

Introduction - *continued*

Bidders were evaluated and rated on their understanding of quality philosophies and principles, their education and experience, method of approach, and hourly rate. The qualifying Bidders have been placed on the Pre-Qualified Bidders' List for a period of three years (July 1, 2000 to June 30, 2003). Consultants are referred to agencies from the Pre-Qualified Bidders' List. We intend to augment this pool of talent by accepting bids on an on-going basis from companies that are not on the 2000-2003 Pre-Qualified Bidders' List. It is the intention of OSCI to evaluate bids submitted during any given quarter around the middle of the last month in a given quarter (e.g., on or around September 15, December 15, March 15, and June 15). All bids will remain in effect until June 30, 2003. Agencies are not required to use the Pre-Qualified Bidders' List since departments may develop their own Request for Proposals to contract separately for services.

Referral, Selection, and Contract Process

When agencies request consulting/training/facilitating/speaking, OSCI and the Agency determine the specific scope of work including time frames, applicable topic, and an approximate project budget (contracts, including amendments, are limited to \$100,000 per project). OSCI will refer a minimum of three consultants to the Client Agency from the Pre-Qualified Bidders' List.

The Client Agency will then provide the consultants a general outline of work along with specific desired outcomes for the consultants to prepare the Bidder's proposal for the project. Client Agencies review the specific Bidder proposals; conduct interviews, if needed; and score referred Bidders on experience, education, cost (including small business preference), and Bidder's proposed approach to the specific scope of work. For each Bidder a score of 100 points is possible. A weight of no less than thirty percent must be given to the cost component. See Rating Worksheet example on pages 15-16 and the Cost Proposal Worksheet example on page 17. The Client Agency will select the Bidder with the highest score.

Client Agency and selected Bidder finalize the detailed work statement (See Work Statement Development Tool on page 19), including the description of project phases, the progress schedule, and the cost breakdown.

The OSCI, Client Agency, and the consultant will then enter into a Three-Party Agreement. The Three-Party Agreement is the only contract needed. Individual contracts for these services should provide sufficient time to cover the deliverables involved. Each contract may be extended beyond June 30, 2003, not to exceed one year, if necessary for completion of a project.

All Bidders placed on the Pre-Qualified Bidders' List have agreed to all of the standard State contract requirements (see pages 23-26 for sample agreement) and understand that this agreement will become part of any contract awarded as a result of this process.

For contracts below \$1,000.00, check with your department's contract office to verify if you can use the Std. 65 process.

How do I determine if I really need a consultant?

Begin with the checklist below to determine your needs.

Needs Checklist To Determine if a Consultant is Needed

Ideas

Yes

No

☐☐

Have we defined the problem?

If no, define the problem.

Use the space below to
jot down any ideas.

☐☐

**Have we discussed the problem with
our Training Officer?**

If no, contact your Training Officer for
their assistance.

☐☐

**Does this problem require a special
skill or expertise to resolve?**

If yes, a consultant may be needed.
If no, move to next question.

☐☐

**Can someone in our Department help
us?**

If yes, no consultant is needed.
If no, move to next question.

Needs Checklist - *continued*

To Determine if a Consultant is Needed

Yes	No		Ideas
<input type="checkbox"/>	<input type="checkbox"/>	Does this problem need to be resolved by someone from outside of our Department? (e.g., sensitivity issues, too close to the problem, etc.) If yes, a consultant may be needed. If no, move to next question.	Use the space below to jot down any ideas.
<input type="checkbox"/>	<input type="checkbox"/>	Can a State employee from another Department help us? If yes, no consultant is needed. If no, move to next question.	
<input type="checkbox"/>	<input type="checkbox"/>	Do I need a consultant? If yes, contact us at (916) 445-5121 to discuss next steps.	

OSCI can help you define the needs of your department.

Now that I know I need a consultant, what do I do?

Follow these steps:

Step 1 - Develop the general outline of work for your project

Step 2 - Contact us at (916) 445-5121 to request a Bidder referral

Step 3 - With OSCI staff assistance, determine which one of the nine topics below best fits your needs

Consultant Topics

The OSCI has established a list of over 75 companies with over 150 qualified consultants in nine different topic areas, listed below (see Consultant Topic Definitions on page 28 for the detailed descriptions), to assist departments implementing high performance philosophies and processes in their offices. We intend to augment this pool of talent by accepting bids on an on-going basis.

Customer Service

Facilitators

Leadership

Malcolm Baldrige

Process Improvement

Quality Planning

Speaker

Team Building

Team Work

Step 4 - Develop a detailed list of desired outcomes specifying the services you need

Step 5 - Request OSCI to provide a referral of consultants for your project

Step 6 - Provide the referred consultants with your previously developed general outline of work along with your list of specific desired outcomes

What Kind of Questions Do I Need to Ask?

Questions the Client Agency may want to ask themselves:

- Do we really need this service?
- Will we use the outcomes?
- What will be the measurable outcomes to show success?
- Do we understand our needs?
- Do we want to check references?
- When do we need this service?
- Will this service fit our budget?
- Is our Department getting the best deal?
- Are we paying the maximum hourly rate or have we negotiated for a lower rate?
- Is there another consultant that could provide a comparable service for less?
- How will this benefit the State?

Questions you may want to ask the consultant:

- How does the consultant define the need?
- Does the consultant understand what our Department needs?
- What experiences has the consultant had with similar customer needs?
- Does the consultant have the special skill or expertise needed to resolve the issue?

**After you've asked all the questions and
are satisfied with the answers...**

What's Next???
Keep Going!

Step 7 - Bidders will provide the Agency a proposal, including a description of project phases (specific work items/deliverables), a progress schedule, and a cost breakdown.

Step 8 - Department reviews proposals; conducts interviews, if needed; and scores referred Bidders on experience, education, cost (including small business preference), and consultant's proposed approach to the scope of work. For each Bidder a score of 100 points is possible. A weight of no less than thirty percent must be given to the cost component.

OSCI has provided a sample of the scoring process.

(See Rating Worksheet sample on pages 15-16 and
Cost Proposal Worksheet on page 17).

Example

See Appendix I for blank form

RATING WORKSHEET

Department Name: ABC

Evaluation Team Leader Name: John Dough

Phone #: 123-4567

Project Topic

Customer Service	<input type="checkbox"/>	Facilitators	<input type="checkbox"/>	Leadership	<input type="checkbox"/>
Malcolm Baldrige	<input type="checkbox"/>	Process Improvement	<input type="checkbox"/>	Quality Planning	<input type="checkbox"/>
Speaker	<input type="checkbox"/>	Team Building	<input type="checkbox"/>	Team Work	<input type="checkbox"/>

1. Evaluate and score the bidders on the criteria listed below. Each criteria can have a maximum of the points listed. Use the Cost Proposal Worksheet to calculate the Cost Proposal scores.

		Bidder #1	Bidder #2	Bidder #3			
	Bidding Company Check box if company is a Small Business	Company ABC <input checked="" type="checkbox"/>	Company BCD <input type="checkbox"/>	Company CDE <input type="checkbox"/>			
	Consultant Name	Josy	Peaches	Toby			
BOX A	Proposed approach to scope of work Score (25 points)	15	20	20			
BOX B	Education (20 points)	15	20	20			
BOX C	Experience (25 points)	20	20	25			
BOX D	Cost Proposal (lowest cost receives 30 points)	\$80.00	Score 22.5	\$60.00	Score 30	\$65.00	Score 27.6
BOX E	Total (Place the sum of Boxes A, B, C, and D for each company in these spaces.)	72.5	90	97.6			

2. Are any bidders Certified Small Businesses?

If Yes, go to Step 3

If No, STOP HERE

3. Place the highest scoring bidder's cost proposal amount from Box D into Box F below.

BOX F	Highest Scoring Bid	Bidder # 3	\$ 65.00
--------------	---------------------	------------	----------

4. Is the highest scoring bidder a Certified Small Business?

If Yes, STOP HERE

If No, go to Step 5

RATING WORKSHEET - *continued*

5. Multiply the highest scoring bid from Box F by 5% and place the answer into Box G:

BOX G	Place the cost proposal amount from Box D here:			=	3.25	This is the Small Business Preference Amount
	\$ 65.00	X 5%				

6. Transfer the cost proposal and score from Box D to Box H below.

BOX H	Bidder #1		Bidder #2		Bidder #3	
	Cost	Score	Cost	Score	Cost	Score
	80.00	22.5	60.00	30	65.00	27.6

7. Subtract the Small Business Preference amount in Box G from the cost proposal component in Box H of the bidders **who are** Certified Small Businesses.

BOX I	Bidder #1		Bidder #2		Bidder #3	
	Cost proposal for Certified Small Businesses only:	\$80.00	Cost proposal for Certified Small Businesses only:	\$	Cost proposal for Certified Small Businesses only:	\$
	Amount from Box G:	- 3.25	Amount from Box G:	-	Amount from Box G:	-
	Certified Small Businesses adjusted cost proposal amount	\$76.75	Certified Small Businesses adjusted cost proposal amount	\$	Certified Small Businesses adjusted cost proposal amount	\$

8. Score each bidder's adjusted cost proposal amount in Box I (only Certified Small Business scores get adjusted). Place the scored results in Box J. If the cost proposal amount is not adjusted place bidder's scores from Box D or H. Use the Cost Proposal Worksheet

BOX J	Bidder #1	Bidder #2	Bidder #3
	23.5	30	27.6

9. Total the scores from Boxes A, B, C, and J for each bidder and place the total scores in Box K below. The contract is awarded to the bidder with the highest final score.

BOX K	Bidder #1	Bidder #2	Bidder #3
	73.5	90	97.6

Thank you for completing the Rating Sheet!!

Cost Proposal Worksheet

Example

The following is a formula to award points to cost proposals:

$$\frac{\text{Low Bid Amount}}{\text{Bid Price being evaluated}} \times 30 = \text{Points given to cost proposal (hourly rate) being evaluated}$$

Here is how you do it:

Step 1 Transfer bidders hourly rates to the below boxes. Award 30 points to lowest hourly rate:

		Bidder #1		Bidder #2		Bidder #3	
Box D	Cost Proposal (lowest cost receives 30 points)		Score/ points		Score/ Points		Score/ points
		\$80.00		\$60.00	30	\$65.00	

Step 2 Divide lowest hourly rate by each of the remaining bidders rates to get the point factor:

Lowest Hourly Rate		Bidder #1 Hourly Rate		Point Factor
\$60.00	÷	\$80.00	=	.75

Lowest Hourly Rate		Bidder #3 Hourly Rate		Point Factor
\$60.00	÷	\$65.00	=	.92

Step 3 Multiply each resulting point factor by 30:

Point Factor				Point Factor			
.75	X	30	=	.92	X	30	=
			22.5 points				27.6 points

Step 4 Award the points to bidders from your outcome of Step 3 above:

		Bidder #1		Bidder #2		Bidder #3	
Box D	Cost Proposal (lowest cost receives 30 points)		Score/ Points		Score/ Points		Score/ Points
		\$80.00	22.5	\$60.00	30	\$65.00	27.6

YOU CAN NOW TRANSFER YOUR POINTS RESULTS TO BOX D ON THE RATING SHEET

Keep Going!

Step 9 - Department selects the highest scoring consultant that fits their needs best through their evaluation process

Step 10 - Department and consultant finalize the Scope of Work and cost breakdown and provides work statement to OSCI. Department provides Funding Strip and Signature Block Information on form provided by OSCI (See Appendix V)

WORK STATEMENT -

What is needed for a work statement????

A work statement outlines an accurate and thorough description of the services that will be provided. This will insure that your department will receive the services you want.

Use the Work Statement Development Tool on the next page to begin your work statement.

Step 11 - The TPA requires the work statement (detailed Scope of Work and cost breakdown) you have negotiated with the consultant. The Client Agency pays the consultant directly for the services the consultant provides.

Step 12 - After the contract has been approved, the consultant may begin working on your Department's project.

Step 13 - The Client Agency evaluates the consultant's performance by utilizing the Std. 4 form.
If you need information about this form or need a copy, please contact OSCI.

Work Statement Development Tool

Use this sheet to define the services that will achieve the desired outcome for your project:

Specify the services or deliverable that you expect the consultant to provide:

List the schedule of time frames for the services:

Breakdown the budget negotiated for each service and list below:

These are the guidelines for you to develop your work statement.
See the next pages for suggested formats of work statement.

Department:
Consultant:
Contract # **

Work Statement

(Consulting Example)

Example

Project Description:

The XYZ Division needs a Strategic Plan with performance measures. The Plan will detail the objectives for each unit within the Division and indicate the appropriate measurements of success. The consultant will facilitate the Division offsites and provide training and consultation, as needed, throughout the process. The consultant will work with Division staff in the completion of each of the following phases:

Phase I - Facilitate Division meetings to achieve the following: <ul style="list-style-type: none"> • Overview of Strategic Planning process • Develop planning criteria • Define customers • Draft Mission Statement • Identify strengths and weaknesses • Identify opportunities and threats 	Period of Completion July - September 2002	Cost 120 hrs x \$125./hr = \$15,000. Travel 525. Materials 735. Total \$16,260.
Phase II - Work with planning teams to complete the following: <ul style="list-style-type: none"> • Obtain input from customers, line supervisors and staff • Identify specific trends, goals and objectives • Develop strategies to meet objectives through teams • Train teams to fulfill role 	October - December 2002	80 hrs x \$125./hr = \$10,000. Travel 325. Materials 200. Total \$10,525.
Phase III - Finalized the Plan by completing the following: <ul style="list-style-type: none"> • Teams present objectives and strategies to Division • Work with teams to finalize after reviewing feedback • Develop a plan to obtain baseline customer and/or customer data • Develop strategy to communicate Plan • Create the final report 	January - February 2003	100 hrs x \$125./hr = \$12,500. Travel 450. Materials 520. Total \$13,470.
	Contract Total	<u>\$40,255.</u>

** OSCI provides Contract number

See Appendix III for blank form

Contract Benefits, Requirements, and Limitations Summary

The Office of Statewide Continuous Improvement (OSCI) prepares the Three-Party Agreement (TPA) between OSCI, Client Agency, and Bidder.

Outlined below are some of the benefits, requirements, and limitations:

- ◆ You do not have to do your own RFQ - Request for Qualifications or RFP- Request for Proposal.
- ◆ The TPA process has been approved by the Department of General Services' Office of Legal Services, which simplifies the contracting process.
- ◆ Each project cannot exceed the contract amount of \$100,000.00. This process is not intended to take the place of an RFP for large, complex, or long-term consultant projects. For more than one project that requires different topics/consultants a contract would be written for each project for \$100,000.00 (does not include the 10% OSCI Administrative Service Charge). For each consultant that you wish to have deliver services, you must have a separate TPA.
- ◆ The Department of Personnel Administration (DPA) has the principal responsibility of the RFQ contract process, and as the contract holder, is responsible for contract approval. Therefore, for Client Agencies who may have exemptions from Department of General Services approval, these exemptions do not apply for these contracts.
- ◆ The TPA requires the work statement (detailed Scope of Work and cost breakdown) you have negotiated with the consultant. The Client Agency pays the consultant directly for the services the consultant provides.
- ◆ The Client Agency provides DPA with the name and title of the person authorized to sign the contracts. DPA prepares the TPA and sends it to Consultant and Client Agency for review & signature.
- ◆ The TPA funding strip provides a separate line for the consultant fee and the OSCI Administrative Service Charge.
- ◆ DPA, as contract holder, has exempted these contracts from Disabled Veteran Business Enterprise requirements.
- ◆ As a courtesy service, DPA prepares the STD. 16 and sends it to Client Agency for signature and submission to Department of Fair Employment and Housing, Office of Compliance Program.
- ◆ After the contract has been approved, the consultant may begin working on your Department's project.
- ◆ The Client Agency evaluates the consultant's performance by utilizing the Std. 4 form.

**We are always interested in any suggestions you may
have about how our services can meet your needs.**

STANDARD AGREEMENT

STD. 2 (REV. 4/90)

-APPROVED BY THE
ATTORNEY GENERAL

CONTRACT NUMBER	AM. NO.
Agency #	
CONTRACTOR'S FEDERAL I.D. NUMBER	

THIS AGREEMENT, made and entered into this [Day] day of [Month], by the Department of Personnel Administration (DPA), [Client Agency] and [Contractor Name] in the State of California, by and between the State of California, through its duly elected or appointed, qualified and acting

TITLE OF OFFICER ACTING FOR STATE Chief, Office of Administration	AGENCY Department of Personnel Administration	hereafter called the State,
TITLE OF OFFICER ACTING FOR STATE	AGENCY	hereafter called the Client Agency, and
CONTRACTOR'S NAME		hereafter called the Contractor.

WITNESSETH: That the Contractor for and in consideration of the covenants, conditions, agreements, and stipulations of the State hereinafter expressed, does hereby agree to furnish to the State (Client Agency) services and materials as follows: *(Set forth service to be rendered by Contractor, amount to be paid Contractor, time for performance or completion, and attach plans and specifications, if any.)*

[Contractor Name] shall provide consulting services to [Client Agency] as specified in Attachment 1, Work Statement/Scope of Service, which is hereby incorporated by reference and made a part of this agreement

The term of this agreement is [Contract Start Date] through [Contract End Date]. The amount payable shall not exceed \$[Encumbered Amount] for the Contractor and \$[OSCI fee] for the DPA, for a total amount payable of \$[Total Encumbered]. In the event of conflict between this term of contract and the term of contract provided on the back of this page, the term of contract in this paragraph shall prevail.

Continued on *sheets, each bearing name of contractor and contract number.*

The provisions on the reverse side hereof constitute a part of this agreement. IN WITNESS WHEREOF, this agreement has been executed by the parties hereto, upon the date first above written.

STATE OF CALIFORNIA DEPARTMENT OF PERSONNEL ADMINISTRATION					
AGENCY Department of Personnel Administration			PRINTED NAME OF PERSON SIGNING		
BY (AUTHORIZED SIGNATURE)			TITLE		
STATE OF CALIFORNIA CLIENT AGENCY			CONTRACTOR		
AGENCY			CONTRACTOR (IF OTHER THAN AN INDIVIDUAL, STATE WHETHER A CORPORATION, PARTNERSHIP, ETC.)		
BY (AUTHORIZED SIGNATURE)			BY (AUTHORIZED SIGNATURE)		
PRINTED NAME OF PERSON SIGNING			PRINTED NAME AND TITLE OF PERSON SIGNING		
TITLE			ADDRESS		
AMOUNT ENCUMBERED BY THIS DOCUMENT FOR CONTRACTOR \$	PROGRAM/CATEGORY (CODE AND TITLE)		FUND TITLE		Department of General Services Use Only
AMOUNT ENCUMBERED BY THIS DOCUMENT FOR DEPARTMENT OF PERSONNEL ADMINISTRATION -10% \$	(OPTIONAL USE)				
PRIOR AMOUNT ENCUMBERED FOR THIS CONTRACT	ITEM	CHAPTER BA	STATUTE 2000	FISCAL YEAR 2000/2001	
TOTAL AMOUNT ENCUMBERED TO DATE \$	OBJECT OF EXPENDITURE (CODE AND TITLE)				
I hereby certify upon my own personal knowledge that budgeted funds are available for the period and purpose of the expenditure stated above.			T.B.A. NO.	B.R. NO.	
SIGNATURE OF FISCAL OFFICER X			DATE		

**CONTRACT CONDITIONS FOR
OFFICE OF STATEWIDE CONTINUOUS IMPROVEMENT AND CLIENT AGENCY
Request for Qualifications
July 1, 2000 to June 30, 2003
Pre-Qualified Bidders' List**

I. Clauses Specific to the Office of Statewide Continuous Improvement and Client Agency

A. Term of Agreement

The Agreement becomes effective either on [EFFECTIVE DATE] or the date the Agreement is approved by the Department of Personnel Administration and the Client Agency, or the Department of General Services, whichever date is later. The Agreement will expire one year from the effective date. The Agreement may be amended only by mutual written consent of all parties. The term of the Agreement may be extended up to one year, if necessary, for the completion of a project. OSCI has no obligation concerning unused days or fund balances upon expiration of the Agreement.

B. Scope and Delivery of Services

Contractor agrees to provide consulting/training services in accordance with the work statement (Attachment 1). The work statement shall describe the specific services to be rendered, the applicable time frames (completion dates, report dates, etc.) and an estimate/cost breakdown (hourly rates, etc.) for all deliverables.

C. Budget (Estimate/Cost Breakdown - Hourly Rate)

Contractor will be paid in accordance with the budget (Attachment 1) which shall include the contractor's detailed analysis of the cost of performing the agreement. The budget must specify the applicable hourly rate, cost of materials, and any other basis upon which payment to the contractor is to be calculated. The hourly rate may not exceed the rate quoted by the contractor for placement on the Pre-Qualified Bidders' List but it may be less if a lower rate was quoted to the client agency.

It is mutually agreed that if the Budget Acts of any year in which this agreement is in effect do not authorize the expenditure of sufficient funds for the program, this agreement shall be invalid. In this event, the Client Agency shall have no liability to pay any funds to Contractor nor to furnish any other consideration under this agreement, and Contractor shall not be obligated to perform any provision of this agreement.

D. Additional Consultants

OSCI retains the right of approval over any person serving as a consultant under this agreement. Consultants cannot be substituted without the consent of OSCI and the Client Agency.

E. Administrative Service Charge

The Client Agency will pay a non-refundable CHARGE to OSCI that will be 10% of the total amount of each project cost proposal for each agreement including amendments. This charge is due and payable upon final agreement and/or amendment approval and upon Client Agency's receipt of invoice from DPA.

F. Materials

Materials will be addressed in the work statement/specific scope of work and proposals by the Bidder.

G. Evaluation of Performance

The contractor's performance shall be evaluated in accordance with Public Contract Code sections 10367, 10369, and 10370. The Client Agency shall evaluate the Contractor utilizing the Std. 4 process.

H. Travel and Per Diem Requirement

Travel and Per Diem: The Client Agency will reimburse, in accordance with contractors proposal, for necessary travel and per diem expenses at rates not to exceed those applicable to non-represented State employees under current prevailing Department of Personnel Administration rules and regulations (DPA Laws and Rules 599.619). These rates may change at any time without notice.

Airfare: When utilizing commercial airlines for travel, the Client Agency will generally provide airline tickets for Contractor at the State's contract rate. If the Client Agency is unable to obtain airline tickets at State contract rates in time to meet the scheduled date, Contractor will purchase airline tickets and submit receipts to the Client Agency for reimbursement. When Contractor must purchase airline tickets, Contractor will be required to use the least expensive fare available which meets the time schedule requirements of Contractor.

Except as stipulated above, receipts will be required for any reimbursement.

I. Payment

Payment for services rendered and reimbursement for travel and per diem under this agreement will be made progressively upon satisfactory completion of consulting and/or training services rendered as determined by the Client Agency. Contractor will submit invoices in duplicate monthly for services rendered with the agreement number indicated to the:

[Client Agency]
Attn:

Reimbursement for travel and per diem expenses will only be made upon submission of appropriate travel claim and supporting receipts as described above.

A progress payment is a partial payment for a portion or segment of the work needed to complete a task. Not less than ten percent (10%) of the progress payment amount shall be withheld pending final completion of the agreement. If, however, a agreement consists of the performance of separate and distinct tasks, then any funds withheld for a particular task may be paid upon completion of that task. (See State Contracting Manual and California Public Contract Codes 10346 and 10379.)

II. Clauses General to Contracts With the State of California

The General Terms and Conditions for contracting with the State of California are incorporated by reference to Internet site: www.dgs.ca.gov/contracts, click on GTC 800. If you do not have access to the Internet and require a hard copy of the General Terms and Conditions, please contact the Office of Statewide Continuous Improvement at (916) 445-5121.

Definitions of Terminology

Consulting

A professional consultant, individual or firm, with special knowledge, skills, and talent made available to a department, rendering advice and often helping others successfully implement that advice. A consultant is often a subject matter expert, but usually considerable knowledge of group dynamics is important in assigning the client. This process has also been known as an intervention.

Organizational Development - OD

Planned change to increase organizational effectiveness through diagnosis, analysis and improvement of an organization's processes. OD consulting frequently involves facilitation of group processes leading to achievement of a desired organization objective. OD consulting typically requires knowledge and skill in the area of organizational and group dynamics and the processes for implementing change in an organization.

Training

Activities that are designed to help an individual become proficient in the current assignment or prepare for a future assignment. Such activities may be accomplished through self-study, small-group learning, classroom sessions, and on-the-job. Training, as opposed to education, is usually thought of in the context of a short-term, intense learning activity resulting in immediate application on the job.

Facilitating

This role may include identifying techniques for leading discussions and building consensus, evaluating team dynamics/team climate, resolving conflicts, identifying appropriate actions in each step of the problem-solving/process improvement cycle, or assisting the team leader as needed.

Speaking

Services offered are, but not limited to, keynote speaking, supporting the objectives of a meeting, motivational speeches, or customizing a speech to fit the customer needs.

Consultant Topic Definitions

Customer Service

Assist in the development of skills for customer service, which may include handling special problems and people, diffusing anger and/or satisfying upset customers. Provide packaged or customized surveys for organizations to use in measuring customer satisfaction and/or performance levels.

Facilitators

Perform the role of facilitator. This may include identifying techniques for leading discussions and building consensus, evaluating team dynamics/team climate, resolving conflicts, identifying appropriate actions in each step of the problem-solving/process improvement cycle, or assisting the team leader as needed.

Leadership

Discuss the successful implementation of visionary leadership including the development of interpersonal and leadership skills to support continuous improvement. Discuss the behaviors and concepts that promote leadership, teamwork, self-management or systems-centered management. This may include assessment through surveys or interviews and/or the development of a strategy to develop the needed leadership skills.

Malcolm Baldrige

Assist in assessing, aligning, reporting, consulting, and/or training as related to Malcolm Baldrige principles.

Process Improvement

Explain the process improvement methods and tools, assist staff in applying methods or tools to work processes, and/or methods of involving customers/suppliers.

Quality Planning

Assist in establishing vision, mission, values and ethics; identifying strengths and weaknesses, opportunities and threats; identifying customer needs, critical processes, organizational objectives; or organizing a plan of action including a strategic plan, an annual plan, a human resources plan, a budget plan, performance measurements, or develop tracking and review processes.

Speaker

Services offered are, but not limited to, keynote speaking, supporting the objectives of a meeting, motivational speeches, or customizing a speech to fit the customer needs.

Team Building

Assist employees in developing the interpersonal skills needed to work effectively in team or work groups. This may include communication principles, group problem-solving models, meeting management skills, stress management, or dealing with conflict.

Team Work

Explain the role, function and interaction of team members, leaders, sponsors, and/or facilitators which may include assisting team members in the application of the principles, techniques and processes of project management.

RATING WORKSHEET

Department Name: _____

Evaluation Team Leader Name: _____

Phone #: _____

Project Topic

Customer Service	<input type="checkbox"/>	Facilitators	<input type="checkbox"/>	Leadership	<input type="checkbox"/>
Malcolm Baldrige	<input type="checkbox"/>	Process Improvement	<input type="checkbox"/>	Quality Planning	<input type="checkbox"/>
Speaker	<input type="checkbox"/>	Team Building	<input type="checkbox"/>	Team Work	<input type="checkbox"/>

1. Evaluate and score the bidders on the criteria listed below. Each criteria can have a maximum of the points listed. Use the Cost Proposal Worksheet to calculate the Cost Proposal scores.

		Bidder #1		Bidder #2		Bidder #3	
BOX A	Bidding Company Check box if company is a Small Business	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	
	Consultant Name						
	Proposed approach to scope of work Score (25 points)						
	Education (20 points)						
BOX B	Experience (25 points)						
BOX C	Cost Proposal (lowest cost receives 30 points)	\$	Score	\$	Score	\$	Score
BOX D							
BOX E	Total (Place the sum of Boxes A, B, C, and D for each company in these spaces.)						

2. Are any bidders Certified Small Businesses?

If Yes, go to Step 3

If No, STOP HERE

3. Place the highest scoring bidder's cost proposal amount from Box D into Box F below.

BOX F	Highest Scoring Bid	Bidder #:	\$

4. Is the highest scoring bidder a Certified Small Business?

If Yes, STOP HERE

If No, go to Step 5

RATING WORKSHEET - *continued*

5. Multiply the highest scoring bid from Box F by 5% and place the answer into Box G:

BOX G	Place the cost proposal amount from Box D here:		X 5% =	⌈ This is the Small Business Preference Amount
	\$			

6. Transfer the cost proposal and score from Box D to Box H below.

BOX H	Bidder #1		Bidder #2		Bidder #3	
	Cost	Score	Cost	Score	Cost	Score
	\$		\$		\$	

7. Subtract the Small Business Preference amount in Box G from the cost proposal component in Box H of the bidders **who are** Certified Small Businesses.

BOX I	Bidder #1		Bidder #2		Bidder #3	
	Cost proposal for Certified Small Businesses only:	\$	Cost proposal for Certified Small Businesses only:	\$	Cost proposal for Certified Small Businesses only:	\$
	Amount from Box G:	-	Amount from Box G:	-	Amount from Box G:	-
	Certified Small Businesses adjusted cost proposal amount	\$	Certified Small Businesses adjusted cost proposal amount	\$	Certified Small Businesses adjusted cost proposal amount	\$

8. Score each bidder's adjusted cost proposal amount in Box I (only Certified Small Business scores get adjusted). Place the scored results in Box J. If the cost proposal amount is not adjusted place bidder's scores from Box D or H. Use the Cost Proposal Worksheet to calculate the Cost Proposal scores.

BOX J	Bidder #1	Bidder #2	Bidder #3

9. Total the scores from Boxes A, B, C, and J for each bidder and place the total scores in Box K below. The contract is awarded to the bidder with the highest final score.

BOX K	Bidder #1	Bidder #2	Bidder #3

Thank you for completing the Rating Sheet!!

Cost Proposal Worksheet

Step 1 Transfer bidders hourly rates to the below boxes. Award 30 points to lowest hourly rate:

		Bidder #1		Bidder #2		Bidder #3	
Box D	Cost Proposal (lowest cost receives 30 points)	\$	Score/ points	\$	Score/ points	\$	Score/ points

Step 2 Divide lowest hourly rate by each of the remaining bidders rates to get the point factor:

Lowest Hourly Rate		Bidders Rate Being Evaluated		Point Factor	
\$	÷	\$	=		

Lowest Hourly Rate		Bidders Rate Being Evaluated		Point Factor	
\$	÷	\$	=		

Step 3 Multiply resulting point factor by 30:

Point Factor		X	30	=	points

Point Factor		X	30	=	points

Step 4 Award the points to bidders from your outcome of Step 3 above:

		Bidder #1		Bidder #2		Bidder #3	
Box D	Cost Proposal (lowest cost receives 30 points)	\$	Score/ points	\$	Score/ points	\$	Score/ points

YOU CAN NOW TRANSFER YOUR POINTS RESULTS TO BOX D ON THE RATING SHEET

Department:
Consultant:
Contract # **

**Work Statement
Style #1**

Project Description:

Specify the services or deliverables that you expect the consultant to provide:	List the schedule of time frames for the services:	Breakdown the budget negotiated for each service and list below: ____ hrs x \$ ____./hr = \$ _____. Travel _____. Materials _____. Total \$ _____. ____ hrs x \$ ____./hr = \$ _____. Travel _____. Materials _____. Total \$ _____. ____ hrs x \$ ____./hr = \$ _____. Travel _____. Materials _____. Total \$ _____.

** OSCI provides Contract number

Contract Total **\$ _____.**

Work Statement Style - #2

Department: Address: Phone: FAX: Contract #: **	Consultant: Address: Phone: FAX:
Specify the services or deliverable that you expect the consultant to provide:	
List the schedule of time frames to achieve your outcomes:	
Breakdown the project budget negotiated for each outcome and list below:	<div style="text-align: right; font-weight: bold; margin-bottom: 10px;">Cost</div> <div> Consultant Hours $\frac{\text{Hours}}{\text{Hours}} \times \frac{\text{Negotiated Rate}}{\text{Negotiated Rate}} = \frac{\text{Total Consultant Hours}}{\text{Total Consultant Hours}}$ </div> <div> Materials, if applicable $\frac{\text{Number of Units}}{\text{Number of Units}} \times \frac{\text{Price per unit}}{\text{Price per unit}} = \frac{\text{Total Material Cost}}{\text{Total Material Cost}}$ </div> <div> Travel, as negotiated and not to exceed those applicable to non-represented State employees <div style="text-align: right;">_____</div> </div> <div style="margin-top: 20px;"> TOTAL COST <div style="text-align: right;">_____</div> </div>

** OSCI provides number

Office of Statewide Continuous Improvement
Three-Party Agreement
FUNDING STRIP AND SIGNATURE BLOCK INFORMATION

Please provide the funding strip and signature block information below for our office to create the contract. Return this information with your work statement and rating sheet to OSCI. You may fax this information to (916) 322-4755.

Agency # (Your department's internal reference contract number):
Name of authorized signatory for your department:
Title of authorized signatory for your department:
Program/Category (code and title):
Fund Title:
Box for optional use:
Item:
Chapter:
Statute:
Fiscal Year (if other than current fiscal year):
Object of expenditure (code and title):
Please provide your Department billing address information below. This information will be included in the contract to advise the consultant where to send their invoices.
Department:
Attention:
Address:

Thank you!